



**Community Development Division
TITLE VI and LIMITED ENGLISH PROFICIENCY
PLAN (LEP)**

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SECTION ONE:

Introduction

Our Commitment to Civil Rights

The Limited English Proficiency Plan also known as the LEP has been prepared to ensure that the level and quality of the City of Lompoc Community Development Division's (Division) processes for community services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to community members. In this process, the Division has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

While it is a matter of principle that the Division is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of our services based on race, color, national origin or any other consideration protected by federal, state or local laws, the contents of this program have been prepared in accordance with the Civil Rights Act of 1964 to improve access to services for persons with Limited English Proficiency (LEP).

“No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance.”

-Civil Rights Act of 1964
Title VI

“prohibits discrimination on the basis of race, color, national origin, sex or religion in programs and activities receiving financial assistance from HUD's Community Development and Block Grant Program.”

-Housing and Community Development Act of 1974
Section 109 of Title I

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the U.S. Department of Housing and Urban Development (HUD) the Division has an obligation to ensure that:

- The benefits of its programs services are available to all qualifying persons;
- The level and quality of services are sufficient to provide equal access to all qualifying persons;
- No one is precluded from participating in the Division's service planning and development process;
- Decisions regarding service changes are made without regard to race, color or national origin;
- A program is in place for correcting any discrimination, whether intentional or unintentional.

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SECTION TWO: General Requirements

Notice to the Public

To make the public aware of the Division's commitment to Title VI compliance, and their right to file a civil rights complaint, the Division has posted the following language, in both English and Spanish, on its website at <https://www.cityoflom poc.com/home/showdocument?id=24156>:

Fair Lending Notice & Statement of Non-Discrimination

The City of Lompoc is an equal opportunity lender and adheres to the Federal Fair Housing Act and Equal Credit Opportunity Act. In accordance with applicable law, the City prohibits discrimination in its lending practices based on race, color, ancestry or national origin, religion, disability, medical condition, sex, gender, sexual orientation, gender identity, gender expression, genetic information, marital status, age, military or veteran status, age, pregnancy or familial status or any other consideration protected by federal, state or local laws. All such discrimination is unlawful. The City's commitment to equal opportunity applies to all persons involved in our operations and prohibits unlawful discrimination by any City employees.

If you wish to file a complaint or have questions concerning your rights, contact:

California Department of Fair Employment and Housing
Write to: 2218 Kausen Drive, Suite 100, Elk Grove, CA 95758
Ph#: 1-800-884-1684
TTY: 1-800-700-2320
Email: contact.center@dfeh.ca.gov
Visit Website: www.dfeh.ca.gov

U.S. Department of Housing and Urban Development
Office of Fair Housing and Equal Opportunity (Office of FHEO)
San Francisco Regional Office of FHEO
One Samsome Street, Suite 1200
San Francisco, CA 94104
PH#: 1-800-347-3739
TTY: 1-4154366594
Website: www.usa.gov/federal-agencies/office-of-fair-housing-and-equal-opportunity

Legal Aid Foundation of Santa Barbara County
604 East Ocean Avenue, #B
Lompoc, CA 93436
PH#: 805-736-6582

Your Civil Rights

The City of Lompoc Community Development Division operates its programs and services adhering to the Federal Fair Housing Act and Equal Credit Opportunity Act. In accordance with applicable law, the City prohibits discrimination in its practices and procedures based on race, color, ancestry or national origin, religion, disability, medical condition, sex, gender, sexual orientation, gender identity, gender expression, genetic information, marital status, age, military or veteran status, age, pregnancy or familial status or any other consideration protected by federal, state or local laws. All such discrimination is unlawful. The Division's commitment to equal opportunity applies to all persons involved in our operations and prohibits unlawful discrimination by any City employees.

Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Lompoc, State or Federal Fair Housing, Employment and Equal Opportunity Offices. For more information on the Division's civil rights program and the procedures to file a complaint, please contact (805) 736-1261, x8245; email c_ovalle@ci.lompoc.ca.us or visit our administrative office at 100 Civic Center Plaza, Lompoc, CA 93436 from 9:00 a.m. to 5:00 p.m. Monday through Friday. For more information about the Division programs and services, visit <https://www.cityoflompoc.com/government/departments/economic-community-development/community-development-division>. If information is needed in another language, please contact (805) 875-8245.

Discrimination Complaint Procedures

The Division has established a process for individuals to file a complaint under Title VI. Any person who believes that he or she has been discriminated against based on race, color, or national origin by the Division may file a Title VI complaint by completing and submitting the City of Lompoc Complaint Form available at our administrative offices or on our website <https://www.cityoflompoc.com/government/departments/economic-community-development/community-development-division>.

Individuals may also contact the City of Lompoc Community Development Division's subrecipient who provides fair housing services with questions regarding their rights and instructions on how to file a complaint:

Legal Aid Foundation of Santa Barbara County
604 East Ocean Avenue, #B
Lompoc, CA 93436
Phone: 805-736-6582

The Procedure

Any person who believes they have been discriminated against based on race, color, or national origin by the Division may file a complaint. The procedure is described on the City of Lompoc's website at www.cityoflompoc.com and below:

1. **Obtain a Complaint Form.** Individuals can get a Complaint Form from the City of Lompoc in person at City Hall located at 100 Civic Center Plaza, Lompoc, CA 93436 or by calling 805-736-1261 x 8245 or online at <https://www.cityoflompoc.com/government/departments/economic-community-development/community-development-division>. The Complaint Form is available in English and Spanish.
2. **Complete the Complaint Form.** Completed complaint forms will be processed by the Division. For individual who require assistance completing the Complaint Form they can call the Division at 805-736-1261 x8245 for assistance.
3. **Sign the Complaint Form.** Individuals are required to sign the Complaint Form.
4. **Submit the Complaint Form.** Civil rights complaints should be filed immediately. However, the Division will investigate complaints up to 180 days after the alleged incident. Individuals should submit their complaints to:

City of Lompoc
Community Development Division
100 Civic Center Plaza, Lompoc, CA 93436
Email: c_ovalle@ci.lompoc.ca.us
Phone: (805) 875-8245

Individuals may also contact the following State and Federal Agencies with questions concerning their rights, to file a complaint and for instructions on how to file a complaint:

California Department of Fair Employment and Housing
2218 Kausen Drive, Suite 100, Elk Grove, CA 95758
Phone: 1-800-884-1684
TTY: 1-800-700-2320
Email: contact.center@dfeh.ca.gov
Website: www.dfeh.ca.gov

U.S. Department of Housing and Urban Development
Office of Fair Housing and Equal Opportunity (Office of FHEO)
San Francisco Regional Office of FHEO
One Samsome Street, Suite 1200
Phone: 1-800-347-3739
TTY: 1-415-436-6594
Email: ComplaintsOffice09@hud.gov

Website: www.usa.gov/federal-agencies/office-of-fair-housing-and-equal-opportunity

5. **Acknowledgement.** The Division will review the complaint. The Division will send an acknowledgement letter informing the individual whether the complaint is a Title VI issue and will be investigated by The City of Lompoc.
6. **Investigation.** The Division has up to thirty (30) days to investigate the complaint. If more information is required to resolve the case, the Division may contact the complainant. The complainant has thirty (30) days from the date of the letter to send requested information to the investigator assigned to the case.

If the Division's investigator (the Community Development Program Manager) is not contacted by the complainant or does not receive requested additional information within thirty (30) days, the Division can administratively close the case. In addition, if the complainant no longer wishes to pursue their case, the case can be administratively.

7. **Outcome.** After the investigator reviews the complaint, one (1) of the following letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has ten (10) days after the date of the closure letter or the LOF to do so.

A person may also file a complaint directly with the State or Federal Agencies:

California Department of Fair Employment and Housing
2218 Kausen Drive, Suite 100, Elk Grove, CA 95758
Phone: 1-800-884-1684
TTY: 1-800-700-2320
Email: contact.center@dfeh.ca.gov
Website: www.dfeh.ca.gov

U.S. Department of Housing and Urban Development
Office of Fair Housing and Equal Opportunity (Office of FHEO)
San Francisco Regional Office of FHEO
One Sansome Street, Suite 1200
Phone: 1-800-347-3739
TTY: 1-415-436-6594
Email: ComplaintsOffice09@hud.gov
Website: www.usa.gov/federal-agencies/office-of-fair-housing-and-equal-opportunity

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

The Division will maintain a list of active investigations, including lawsuits and complaints naming the Division, that allege discrimination on the basis of race, color, or national origin. This list includes the date of Division-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the Division in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there is no complaint, which alleges discrimination on the grounds of race, color, national origin, or any other form of discrimination against the City of Lompoc Community Development Division.

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

Type (Investigation, Lawsuit, Complaint)	Date	Summary of Complaint	Status	Action(s) Taken
None	NA	NA	NA	NA

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SECTION THREE:

Public Participation Plan

Key Principals

The Divisions Public Participation Plan (PPP) has been prepared to ensure that no one is precluded from participating in the Division's service planning and development process. It ensures that:

- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public's contribution can and will influence the Division's decision making;
- The concerns of all participants involved will be considered in the decision-making process; and
- The Division will seek out and facilitate the involvement of those potentially affected.

Through an open public process, the Division has developed a public participation plan to encourage, guide public involvement efforts, and enhance access to the Division's program decision-making process by minority and Limited English Proficient (LEP) populations. The public participation plan describes the overall goals, guiding principles, and outreach methods that the Division uses to reach its participants.

Limited English Proficient (LEP)

LEP refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Early, Continuous and Meaningful

The steps outlined in the public participation plan offer early (in the planning process), continuous, and meaningful opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed program decisions at the Division. It is a guide for how the Division engages its diverse community. The Division may continue to improve its public participation methods over time based on feedback from all of its participants and community members including low-income, minority, and LEP populations as well as individual and community-based organizations.

Goals of the Public Participation Plan

The goals of Division's PPP include:

- **Clarity in Potential for Influence.** The process clearly identifies and communicates where and how participants can have influence and direct impact on decision-making.
- **Consistent Commitment.** The Division communicates regularly, develops trust with its participants and community, and builds community capacity to provide public input.
- **Diversity.** Participants represent a range of socioeconomic, ethnic, and cultural perspectives, with representative participants including residents from low-income neighborhoods, ethnic communities, and residents with LEP.
- **Accessibility.** Every reasonable effort is made to ensure that opportunities to participate are accessible.
- **Relevance.** Issues are framed in such a way that the significance and potential effect is understood by participants.
- **Participant Satisfaction.** People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- **Partnerships.** The Division develops and maintains partnerships with communities through the methods described in its public participation plan.
- **Quality Input and Participation.** That comments received by the Division are useful, relevant, and constructive, contributing to better plans, projects, strategies, and decisions.

Objectives of the Public Participation Plan

The Division's PPP is based on the following principles:

- **Flexibility.** The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- **Inclusiveness.** The Division will proactively reach out to and engage low income, minority, and LEP populations from the community.
- **Respect.** All feedback will be given careful and respectful consideration.
- **Proactive and Timeliness.** Participation methods will allow for early involvement and be ongoing.
- **Clear, Focused and Understandable.** Participation methods will have a clear purpose and use for the input, and will be described in language that is easy to understand.
- **Honest and Transparent.** Information provided will be accurate, trustworthy, and complete.
- **Responsiveness.** The Division will respond and incorporate appropriate public comments into transportation decisions.

- **Accessibility.** Meetings will be held in locations that are fully accessible and welcoming to all area residents, including, but not limited to, low-income and minority members of the public and in locations relevant to the topics being presented and discussed.

The Division will use its public participation plan when considering funding of projects and programs.

Federal Partnership/ Programming

The Division uses the U.S. Housing and Urban Development guidelines and timelines for public participation for its funding along with City of Lompoc procedures. This public participation process satisfies the Division's public participation requirements for its Program of Projects. The notices for the involvement activities and time established for public review of and comments on the projects satisfy the program of projects requirements.

Public Participation Process

Outreach Efforts -- Alerting Community and Encouraging Engagement

The Division's PPP includes various mediums extending beyond the traditional approach, which relies on legal notices and intermittent media coverage. While the Division maintains these elements to its outreach program along with information provided in English and Spanish, Program Alerts, the Division has availed itself of the communication methods more widely used by members of our community and participants.

While there may be minor variations in the outreach process from time-to-time, the outline below provides the general steps for engaging the community in the decision-making processes for funding.

1. Establish a task force to develop a public draft document to present to the open house meetings for discussion. The composition of the task force is the following: Community Development Program Manager, Community Development Department Director, and City Administrator. Other members may be invited to attend as appropriate. The public draft document will summarize existing conditions, the need for change(s), options and community suggestions. The public draft document will be in English and Spanish.
2. Perform an internal review of the public draft document. This task is performed by the task force;
3. A Title VI review of the proposal is conducted;
4. Title VI issues are addressed (if any) and the service changes are finalized;
5. Public outreach venues, dates, and times are determined with consideration of the proposed changes and their impact on the program and community;

6. Bilingual (English and Spanish) public outreach materials and a program are developed;
7. Outreach in advance of public information sessions is released (using tool-box of mediums listed below);
8. An email and/or flyer is transmitted to the Division's local community development program partners;
9. Local radio stations are notified and interviews may be conducted (if available);
10. The public comment period ends;
11. Staff prepares a summary for the City Council to review detailing the outcome of the public participation process along with staff recommendations;
12. The final program change date is set;
13. Public notification and marketing are conducted;
14. Bilingual system timetable and website updated in advance of the proposed change.

Selection of Meeting Locations

When determining location and schedules for public meetings, the Division will:

- Determine the number of meetings to accommodate and attract public participation.
- Schedule meeting at times and locations that are convenient and accessible for minority and LEP communities;
- Employ different meeting sizes and formats including open house (town hall type) meeting formats; organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Consider radio, television, or newspaper ads as well as other formats that serve LEP populations.
- Provide opportunities for public participation through means other than written communication, such as one-on-one interviews or use of audio or video recording devices to capture oral comments.

Division's Mediums (Bilingual)

- **Print.** Newspapers and other periodicals.
- **Outdoor.** Advertising in City Hall lobby, outside of City Hall on bulletin board, at City Recreation Centers, Library and with local community partners.
- **Website.** The Division will include meeting notices on its website.
- **Web-Based Feedback.** The Division will have surveys on its website.
- **Direct Mail and Email.** The Division sends mail and emails to local community partners and persons of the community who requested to be on the email information list. In the event of failed deliveries, the Division researches new addresses and has made hand deliveries.

- **Radio.** As appropriate.
- **Door hangers, Flyers and Brochures.** The Division regularly uses flyers and brochures to provide community with program details and information.
- **Lobby Visual Messaging.** The Division will explore the use of its existing City of Lompoc technology in the lobby to provide visual messaging.
- **Public Information Sessions.**
- **Public Hearings.**
- **Legal Notices.**

Addressing Comments

The Incorporation of Public Comments into Decisions

All comments received through the public participation plan are given careful, thoughtful consideration. Because there are a number of different ways members of the community can comment on proposed service (mail, email, social media, public meetings and others), all comments are assembled into a single document for presentation to the City Council for consideration.

Identification of Stakeholders

Our Community Partners

Stakeholders are those who are directly and indirectly affected by a plan, or the recommendations of that plan. Those who may be adversely affected, or who may be denied benefit of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders can come from a number of groups including general citizens/residents, minority and low-income persons, public agencies, and private organizations and businesses. While stakeholders may vary based on the plan or program being considered, the Division has assembled a listing of stakeholders with whom we regularly communicate through email and direct mail. A complete list of the Division's community stakeholders can be obtained by contacting the Division.

Stakeholder List

Any community organization or person can be added to the Division's stakeholder list and receive regular communications regarding the Division's programs by calling (805) 875-8245. Local organizations and businesses can also request that a speaker from the Division attend their regular meeting at the same number. (The "Stakeholder List" is also known as the "Community Contact List for Division Information").

SECTION FOUR: LANGUAGE ASSISTANCE PLAN

Improving Access for People With Limited English Proficiency

In order to ensure meaningful access to programs and activities, the Division uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps the Division to determine if it communicates effectively with LEP persons and informs language access planning.

The Four Factor Analysis is local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the Division;
2. The frequency with which LEP persons come into contact with the Division services and programs;
3. The nature and importance of the Division's services and programs in people's lives; and
4. The resources available to the Division for LEP outreach, as well as the costs associated with that outreach.

Factor 1: Number of LEP Persons in Lompoc

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter the Division's services, their literacy skills in English and their native language, the location of their communities and neighborhoods and, more importantly, if any are underserved as a result of a language barrier.

The Division evaluated the level of English literacy and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census Bureau "American Fact Finder" web portal data from 2017. Data was reviewed for the Division's service area of Lompoc, California.

Overview

The Division's service area encompasses the city limits of Lompoc, California. The primary languages in the city are English and Spanish. Of the total City population

(52,198), fifteen percent (15%) or 7,812 residents report speaking English “less than well.” The most populous groups in the category are shown below.

Within Lompoc City, thirty-six percent (36%) or 17,164 residents of the population of 52,198 reports speaking in a language other than English. Thirty-three percent (33%) or 17,164 of the total population speaks Spanish and of that number, fourteen (14%) or 7389 residents report speaking English “less than well.” Second to Spanish speaking residents are residents speaking other languages representing approximately three percent (3%) or 1,540, with less than one percent (>1%) or 423 reporting speaking English “less than very well.”

Speak English Less than Well in Lompoc

This data reveals that while there are numerous languages spoken at home in Lompoc, there is a significant Spanish speaking population which reports speaking English less than well.

Speak English “Less than Very Well”	Population	Total
Spanish	7,389	14%
Other Indo-European	74	0.14%
Asian & Pacific Island	327	0.63%
Other	22	0.04%

The table below summarizes Lompoc:

Speak Spanish	Spanish Speaking English “Less than Well”	Speak other Language	Other Language Speaking English “Less than Well”
17,164	14%	1,540	0.81%

The need to provide language services to the Spanish speaking population in Lompoc is clearly demonstrated in the table above. The Division is aware of the significant Spanish speaking population in its service area.

Several conclusions can be drawn from this review:

- Approximately fifteen percent (15%) of Lompoc residents report speaking English “less than well”;
- Of those reporting speaking English “less than well”, the largest population speaks Spanish at home.
- There is a need to translate documents and outreach materials into Spanish (The Division uses Spanish for “Latin Americans living in the United States” for its translations)

- Additional language services would benefit other LEP populations, although the likely encounters with the service are significantly lower than the Spanish speaking group.

Factor 2: Frequency of LEP Use

There are a large number of places where members of the LEP population can come into contact with the Division's services including the use of programs, requests for program information, calls to Division and the Division's outreach materials. An important part of the development of Division's Language Access Plan is the assessment of major points of contact, including:

- The use of the program & service (lobby signage, brochures, announcements, and counter language skills);
- Communication with the division's individual service staff;
- Printed outreach materials;
- Web-based outreach materials;
- Public meetings;
- Local news media (print and radio); and
- Service related posters.

To better understand the frequency with which LEP individuals come into contact with the Division's services, the Division conducted internal surveys of program and administrative staff. The survey tool was aimed at determining what language skills already exist among the Division employees and the number and nature of encounters with individuals or other community members where language has been a barrier.

The Division distributed a language survey to employees who heavily work with the public. The objective of the survey was to evaluate the needs of individuals who are not able to communicate in English. The first question asked employees if they could communicate in a language other than English, and if so, what language or languages.

Seven (7) of the twenty-three (23) respondents could speak one or more languages other than English.

- 6 speak Spanish
- 1 speak Other

Next, the survey asked if, in the previous year, employees had encountered individuals who were unable to communicate in English and how often they heard or did not hear one of ten languages.

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LEP Individual Encounters:

Languages	Not at All	Rarely	Occasionally	Sometimes	Very Often	Frequently
Spanish			2	5	12	4
French	20	3				
Italian	20	2				
Portuguese	21	1				
German	21	1				
Greek	21	1				
Persian	21	2				
Hindi	21	1				
Chinese	17	3	1	1		
Japanese	18	2	1	1		
Any Other Language	15	3	1	1		

The following survey question asked what type of needs or requests for assistance had employees received from LEP individuals. Those responses included:

- Help with translating (20).
- Help with completing a document (13).
- Information about services (18).

The information obtained through this survey indicates thirty percent (30%) of staff that responded speak one or more languages other than English, with approximately eighty-six percent (86%) of the bilingual thirty percent (30%) speak Spanish. Additionally, individuals speaking Spanish are among the most frequently encountered LEP populations.

Community Partners

As part of this assessment, the Division also canvassed its community partners to assess the extent to which they come into contact with LEP populations. The Division asked the partner agencies to estimate the percent of clients they interact with who would have limited English proficiency using the following questionnaire:

- 1. Can you speak another language other than English?**
 - Of the eight respondents, four (4) equating to fifty percent (50%) said “yes” and four (4) equating to fifty percent (50%) said “no.”
- 2. What other languages do you speak?**
 - All four (4) of the fifty percent (50%) of the respondents said Spanish is the other language they speak.

3. **Do you encounter non-English speaking/reading people who need your services?**
 - Of the eight respondents, eight (8) (100%) noted that they did encounter clients with limited English proficiency.
4. **If so, what are the top three (3) languages that you encounter?**
 - The eight (8) respondents noted the following languages; English and Spanish.
5. **How do you address language barriers?**
 - Respondents use a variety of processes to address language barriers including bilingual staff and bilingual print and fifty percent (50%) of the same respondents felt there was “no” barrier because staff was bilingual.
6. **Do you find language to be a barrier in preventing you from providing service?**
 - All respondents indicated that language was not a barrier in providing their services.

Community Partners

- Boys and Girls Club of Lompoc
- Catholic Charities
- Community Action Commission
- Good Samaritan Shelters
- Legal Aid Foundation of Santa Barbara County
- Meals on Wheels
- North County Rape Crisis & Child Protection Center
- Transitions Mental Health Association

Factor 3: The Importance of the Division's Service to People's Lives

Access to the services provided by the Community Development Program Division is critical to the lives of many in the Lompoc service area. Many depend on the Division's program services for access to decent, safe and habitable housing along with access to essential human service needs like food, shelter and child daycare. Because of the essential nature of the services and the importance of these programs in the lives of many of Lompoc's residents, there is a need to ensure that language is not a barrier to access.

In the summer of 2017, approximately 222 Lompoc individuals completed a Needs Assessment Survey for the Division. The results from the survey are indicated in the tables below.

When the community was asked to rank a list of capital projects in order of priority the results were:

Capital Project	Rank (1 being the highest community priority and 7 the lowest)
Economic Development (Job Creation & Retention)	1
Park Improvements	2
Public Facility Improvements (Library, Recreation Centers, etc.)	3
Public Infrastructure (ADA upgrades, sidewalks, street lights, etc.)	4
Affordable Housing Rehabilitation	5
Code Enforcement	6
Minor Home Repair Grants	7

When the community was asked to rank a list of human service activities in order of priority the results were:

Human Service Activity	Rank (1 being the highest community priority and 13 the lowest)
Homeless Service Programs	1
Youth Services Programs	2
Mental Health Service Program	3
Job Training Programs	4
Senior Service Programs	5
Child Care Programs	6
Affordable Rental Housing Programs	7
Food Distribution Programs	8
Adult Education Programs	9
Affordable Homeownership Programs	10
Substance Abuse & Treatment	11
Utility Bill Assistance Programs	12
Family Strengthening Programs	13

The survey reflects the needs and priorities of the Lompoc community, making sure language is not a barrier to access to these services is important and required.

The Division will require subrecipients of grants for these services to abide by the same federal and program laws the Division must abide by. The Division will annually monitor the subrecipients of the requirement and review that subrecipients have:

- Program information in English and Spanish
- Website information in English and Spanish
- A written procedure to assist people who speak little or no English.
- Access to English and Spanish materials in lobby and at community events

- Complaint and comment forms in both English and Spanish
- Outreach to the Limit English Community.

Factor 4: Resources and Costs for LEP Outreach

The Division has committed resources to improving access to its services and programs for LEP persons. Bilingual information (English/Spanish) is distributed in an extensive number of mediums including:

- A bilingual English/Spanish website
- A complete bilingual English/Spanish system timetable (in process)
- Bilingual English/Spanish outreach materials (on-going and in process)
- Bilingual English/Spanish representation at public meetings
- Bilingual English/Spanish individual service representatives
- Bilingual English/Spanish signage (in process)

To date, the costs associated with these efforts fit within the Division's marketing and outreach budget.

Costs are predominantly associated with translation services and material production.

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SECTION FIVE:

Findings and Outcomes

Findings from Surveys

From the Employee Survey, the findings are:

- A significant number of employees are bilingual English and Spanish speakers.
- Spanish is the most frequent non-English language employees encounter
- Translation is the highest request from non-English speaking individuals.

From the Community Partner Survey, the findings are:

- All community partners have employees who are bilingual English and Spanish speakers.
- All community partners encounter clients who are non-English speaking or cannot read the English language.
- Spanish is the non-English speaking language.
- Having bilingual staff and bilingual print are the most prevalent strategies to overcome barriers.
- Language is not a barrier to providing services.

From the Community Needs Assessment Survey, the findings are:

- There are vast community and Human Services needs
- Human Services are used by “people” without regard to language
- Outreach materials and service is required to serve non-English speaking individuals.
- Subrecipients that receive the Division’s federal and local grants must be monitored to ensure non-English speaking people have equal access to programs and services.

New Tools and Alerts of Language Assistance

Following the “Four Factor Analysis”, the Division concluded that, while there is currently outreach and materials for the Spanish speaking LEP population of the service area, additional services would assist LEP population in Lompoc. These include:

1. Adding translation services for telephone communications with individual service representatives; and
2. Staff assignments to reach out to LEP community with program services.

The above items will be launched in 2019-20 Fiscal Year.

Oversight

Monitoring, Evaluating, and Updating the Language Assistance Plan and Public Participation Process.

In 2019-20, the Division will be hiring a new Grant Records Technician. One of the responsibilities of this position will be to improve community engagement to ensure compliance with the Division's Title VI Plan, Public Participation Program, Language Assistance Plan, and other community outreach efforts. The monitoring of the Language Assistance Plan will include:

- Annual reviews of Lompoc census data for changing patterns of LEP populations;
- Ongoing collaboration with local partners;
- Ongoing review of translation requests at the Division's website and other material; and
- Post Event Assessments.
- Monitoring of Subrecipients for availability and provision of language services to LEP persons.

Post-Event Assessments

Following program service notices, the Grant Records Technician will assess the effectiveness of public involvement against the goals established in this plan. This assessment will ask the questions:

1. Did the public know there was an opportunity to participate?
2. Was the purpose of the participation clearly articulated to the public?
3. Did the public have access to appropriate resources and information to allow for meaningful participation?
4. Did the decision making process allow for consideration and incorporation of public input?
5. Were there complaints about the public engagement process?
6. Were the public engagement efforts cost effective?
7. What additional methods could have been employed to improve the process?
8. Should the Public Participation Process or Language Assistance Plan be amended?

Training Employees

As part of the Division's training at date of hire and during annual Division customer service training, staff will be required to:

- Review the Division's Title VI and LEP Plan

- Sign an acknowledgement stating their understanding of the following: “The City of Lompoc is an equal opportunity service provider and adheres to the Federal Fair Housing Act and Equal Credit Opportunity Act. In accordance with applicable law, the City prohibits discrimination in its practices based on race, color, ancestry or national origin, religion, disability, medical condition, sex, gender, sexual orientation, gender identity, gender expression, genetic information, marital status, age, military or veteran status, age, pregnancy or familial status or any other consideration protected by federal, state or local laws. All such discrimination is unlawful. The City’s commitment to equal opportunity applies to all persons involved in our operations and prohibits unlawful discrimination by any City employees. There is no tolerance by the City of any discrimination and acts of discrimination are bases for immediate termination of employment. If you see or hear of discrimination in the workplace, you are instructed to tell your supervisor immediately.”
- Review and obtain the list of employees certified to translate in the workplace and for work related events.
- Review and know where translated documents, forms, brochures and informational documents are for printing and distribution.
- Review a list of common customer service friendly phrases to use in Spanish such as “I do not speak Spanish,” “one moment please” and “I will get a translator.”

Translation of Vital Documents

The Division has translated documents into Spanish and is in the process of translating others.

Document	Translation Status
Fair Lending Notice	Done
Statement of Non- Discrimination	Done
Complaint Form	Done
Income Guidelines	In process
Home Buyer Assistance Program Flyer	Done
Single Family Home Repair Loan Brochure	Done
Single Family Emergency Home Repair Loan Program	In process
Economic Development Loan Program	In Process
Commercial Façade Rebate and Loan Program	In Process
Website Translation Option	Done
CDBG Program NOFA	Done, On-Going
Notification of free language services for internal programs	The Division will orally assist Spanish speaking individuals on program documents
Community Resource Guide	In Process

SECTION SIX:

Decision Making Bodies

City Council (Elected Members)

Decisions regarding policy, services and funding of activities are made by City Council. The City Council is composed of four (4) elected City Council members, and one (1) elected Mayor.

Human Services Commission (Non-Elected Members)

The Division also has a Human Services Commission consisting of appointed volunteer Lompoc Citizens by an elected city council person and mayor to serve the same term of the elected official who made their appointment. This committee meets to review and interview local agencies and their programs that apply for City human service funding and to discuss community human service needs.

Body	Caucasian	Latino	African American	Asian American	Native American
City Council	3	2	0	0	0
Human Services Commission (currently 2 Vacancies to be filled)	2	0	1	0	0

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SECTION SEVEN:

Division Contact Information

For additional information on the Division's Title VI Plan, or its efforts to comply with the Civil Rights Act of 1964 or Improving Access to Services for Persons with Limited English Proficiency, please contact:

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